

# We're Headed Your Way

Your new furnishings will be arriving soon. Follow these simple steps for a successful, stress-free delivery.



## SCHEDULE YOUR DELIVERY

Once your item(s) are ready for delivery, you'll receive a call, text, or email from our Guest Care Team to schedule a delivery date. **Please note: If we cannot reach you after three attempts, then your product(s) may be reassigned.**



## NOTIFY US

If you need to change your delivery date, call our Guest Care Team 72 hours prior to delivery at 866-787-7930. Also let us know if your address or phone number changes. You can also chat with us at [ashleydsg.com](http://ashleydsg.com).



## CONFIRM DELIVERY

We'll call or text your delivery time window two days before your delivery date. **It's important that you respond with your confirmation, otherwise your delivery will be rescheduled.**



## DOUBLE-CHECK

Verify the measurements of what's being delivered + the height/width of doorways, stairways, and hallways. Please allow additional ½ inch clearance on all sides.



## BE FLEXIBLE

In-home delivery times are scheduled around a 3-hour window. On the day of delivery, you will receive a text message with a link to track your delivery.



## EASY ENTRY

If you live in a gated community or elevator building, inform our Guest Care Team prior to delivery. Follow through by making arrangements for easy access.



## ALL CLEAR!

Move furniture, decor, children and pets out of the delivery pathway.



## NO HASSLE WITH WHITE GLOVE DELIVERY

We'll happily assemble, setup your furniture in the room of your choice, and remove all packing materials.\* Sorry, we cannot rearrange existing furniture, hang light fixtures or artwork.



## QUESTIONS?

Call Guest Care at 866-787-7930, Monday through Saturday, 8am to 8pm (CT). You can also text us at 855-943-0340 or chat with us at [ashleydsg.com](http://ashleydsg.com).

### \*White glove delivery service:

- Includes furniture assembly, set-up in the room of your choice, removal of all packaging materials, and in-home repair services.
- Item(s) may arrive pre-assembled and out of the original manufacturer packaging. All item(s) are inspected to ensure they arrive in proper condition.

### Doorstep delivery service:

- The item is dropped off at the first dry area outside the doorway or garage in its original packaging.
- It is your responsibility to bring the furniture inside from the drop off area.
- You will also be responsible for furniture assembly, furniture set up, unboxing and removal of all packaging materials. Any damage that results from moving the furniture into the home or assembling the furniture will also be your responsibility.
- In-home repair services are available for items that are delivered damaged, defective, or if you are unsatisfied.

Want to upgrade to hassle-free white glove delivery? Call our Guest Care Team today!